HALTON

. FAMILY
.. COUNSELLING
... PROGRAM
.... EVALUATION

SUMMARY REPORT

1982

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THE REGIONAL MUNICIPALITY OF
Halton

FAMILY COUNSELLING ADVISORY GROUP

SUMMARY REPORT

"THE EVALUATION OF THE COUNSELLING PROGRAM & SERVICES IN HALTON - 1982"

The Family Counselling Advisory Group met six times in 1982 to accomplish numerous tasks as assigned by Regional Council via the approved Terms of Reference (Item A). In addition to monitoring the Counselling Program, sponsoring a "Seminar on Halton's Counselling Program", the most significant accomplishment of the Advisory Group was the completion of the PROGRAM, AGENCY AND CLIENT EVALUATIONS.

The Standards Subcommittee developed the criteria for the evaluations. The Family Counselling Advisory Group assigned members to the evaluation teams.

The final draft reports were circulated to Regional Staff and Agencies for comment prior to this Summary Report.

Program Evaluation

The recommendations from Evaluation Team for the Regional Counselling Program, Item (B) have been addressed and executed.

Agency Evaluations

The counselling services provided by the Agencies and individual Family Counsellors in Halton (Item C) are excellent. Concerns identified, during the evaluation interviews, related to the streamlining of forms and procedures, the expansion of the level of services to include emergency (crisis) and group counselling and the constraints of limited funding versus the new requests for agreements.

Client Evaluation

The Client Survey (Item D) that was circulated to terminated subsidized clients was an additional indicator of the excellent services provided in Halton.

The Evaluation Teams worked diligently to provide an objective evaluation of all services in Halton to ensure that quality service by competent staff was and is available to all the residents of Halton.

Prepared by J. Kirkwood

SUMMARY

TERMS OF REFERENCE

ITEM A

REGIONAL MUNICIPALITY OF HALTON

FAMILY COUNSELLING ADVISORY GROUP

TERMS OF REFERENCE

1. To assist Regional Council, the Department of Social Services and the residents of Halton in examining issues and monitoring the needs for Family Counselling in the community.

2. To review, comment and undertake studies based on information related to the provision of counselling services.

3. To examine issues referred to the Group by Regional Council, Family Counselling Advisory Group Members, individuals, public and private groups.

4. To undertake an educational role regarding the provision of Family Counselling in the Region.

5. To review the monitoring mechanisms in place relating to the provision of counselling services in the Region.

6. To recommend, as required, changes in the structures of the Standards of Eligibility and in the content of the purchase of service agreements.

FAMILY COUNSELLING

PROGRAM EVALUATION

ITEM B

REGIONAL MUNICIPALITY OF HALTON

FAMILY COUNSELLING ADVISORY GROUP

REVIEW OF THE REGIONAL COUNSELLING PROGRAM

PURPOSE OF REVIEW

To review the Counselling Program presently in operation via the purchase of service agreements and to make recommendations for changes to:

- the level of service
- the policy and procedures
- the financial and statistical data
- the content of the terms of the agreement for implementation in 1983 were to be addressed at a joint meeting of Service Providers, Regional staff and ComSoc staff.

The test of an effective review is whether or not it produces change in a positive direction.

REVIEW TEAM

Nancy Brown, Service Provider representative
Barbara Newman, Citizen-at-Large
Trienke Niemeyer, Agency representative
Edith Toland,United Way representative, Oakville.
Helmut Kosempel, COMSOC Representative

REGIONAL STAFF PARTICIPANTS

Jane Kirkwood, Supervisor
Carol Lyons, Social Services representative
David Szwarc, Acting Manager
Judith Thackray, Sheridan College Student

SUMMARY OF RECOMMENDATIONS:

1. DELIVERY SYSTEM:

1.1 Form C11 - this form is very comprehensive requiring considerable personal data on the client. It is recommended that the personal data not necessary to determine eligibility be removed. Shelter subsidy levels be reviewed with a view of reflecting actual situations.

2. ELIGIBILITY/INELIGIBILITY DECISIONS:

2.1 A periodic review of ineligibile cases should be done by the Region, to ensure that appropriate decisions are made by service providers.

2.2 Region should develop a policy and procedure manual for service providers in order to define more closely those eligible for subsidy.

3. STATISTICAL REVIEW:

3.1 The recently implemented monthly statistical report be maintained for more effective monitoring and control of funds.

3.2 Service providers should provide the Region with statistics on client waiting lists, (for planning purposes and projection of dollar expenditures throughout the year).

4. FINANCIAL REVIEW:

4.1 That a standard operating budget form be developed so that budget items can be reviewed on a consistent basis with each service provider.

4.2 That a method of approving service provider budgets be developed and implemented.

5. AGENCY LIAISON:

5.1 Region review its position with respect to the counselling program and not approve any new requests until a decision has been made with respect to the direction in which the counselling program is heading.

5.2 Region to review with service providers importance of submitting invoices as soon as possible if 10 day turnaround commitment is to be met.

REPORT

1. DELIVERY SYSTEM

Referral Procedure: Referrals for counselling are received directly by service providers. The Region may make a direct referral to the service provider or suggest that the client contact the service provider directly. The service provider then identifies the needs of the client for counselling and financial subsidy. A ceiling of 6 units of service exists. This ceiling can be extended to 12 at the request of a service provider and with the approval of the Region. A maximum of 24 units can be approved where long-term counselling is required.

The following forms were submitted for review:

- C10 - Subsidy request form outlining client service goals.
- C11 - Client application for subsidy
- C12 - Application form completed if client already on G.W.A.
- C13 - Authorization to release information form.
- C14 - Verification of receipt of service form which client signs
- C15 - Invoice form to Region
- C16 - On-going counselling request/termination form

Although service providers initially reacted negatively to the amount of documentation required, experience has shown that the forms are not unwieldy and the procedure is working without being too time consuming.

RECOMMENDATION

Form C11 - this form is very comprehensive requiring considerable personal data on the client. It is recommended that the personal data not necessary to determine eligibility be removed. Shelter subsidy levels be reviewed with a view of reflecting actual situations.

2. ELIGIBILITY/INELIGIBILITY DECISIONS

The service provider informs the client of the eligibility/ineligibility decision made by the Region. If the client wishes to appeal the decision, the service provider will act as advocate on behalf of the client.

Where a client is not eligible, service providers do not necessarily forward the application to the Region. The Region is therefore not totally aware of all the cases which have been declared ineligible. Where there is doubt as to a client's eligibility, the service providers will consult with the Region first.

RECOMMENDATIONS

1. A periodic review of ineligible cases should be done by the Region, to ensure that appropriate decisions are made by service providers.

2. Region should develop a policy and procedure manual for service providers in order to define more closely those eligible for subsidy.

3. STATISTICAL REVIEW

A new monthly statistical report has been developed and has been implemented as of November 1/82. At a glance information on the active caseload, ineligible cases, terminations, units of service, total monthly, calendar, and fiscal year costs is quickly available.

This is considered an important statistical record in order to be able to properly monitor the demand for service given the dollars which have been allocated for this service. It is noteworthy that the October statistics show that the program is nearing the monthly expenditure of $12,000.

Although service providers are indicating that some do have waiting lists for service, the actual demand for services and numbers waiting for service are not known to the Region. For planning purposes, this information should be collected by the Region.

The Region's Data Co-ordinator is responsible for the completion of the monthly subsidy claim form submitted to the Ministry of Community and Social Services. To ensure confidentiality, this information is kept locked.

Client files are kept by the Region. These files do not contain process recording completed by service provider staff but rather contain copies of the various forms relating to the application and invoice.

If the Region considers it necessary, a review of client files kept by service providers can be completed.

RECOMMENDATIONS

1. **The recently implemented monthly statistical report be maintained for more effective monitoring and control of funds.**

2. **Service providers should provide the Region with statistics on client waiting lists, (for planning purposes and projection of dollar expenditures throughout the year).**

4. FINANCIAL REVIEW

The service providers must forward audited statements to the Region. In addition, annual operating budgets are submitted to the Region with respect to each program approved for counselling purposes. Since these operating budgets vary from one service provider to another, a standard financial form is being considered for implementation.

It is generally agreed that the current unit cost does not reflect the actual cost of the service. Although a more accurate cost per unit would be approximately $50.00, the service providers have indicated that they can operate on the current unit rate. Service Providers (counsellors) in private business do need additional revenue as they do not have alternate means of funding, e.g. United Way.

At the present time service providers are aware of the gross ceiling dollars available for the counselling service. However, the service providers do not know how this ceiling impacts on the units of service which they provide each month. This situation needs to be reviewed so that the Region and the service provider have a clear grasp of the expenditure patterns. A number of options were presented for consideration:

1. Placing an annual ceiling on the units of service approved for each service provider.

2. Region controls monthly units of service authorized for each service provider.

3. Service provider has a budget approved each year with Region holding back a percentage of available dollars in order to meet changing demands of service providers.

Other options might also be considered but the review committee limited its discussion to those listed above.

RECOMMENDATIONS

1. That a standard operating budget form be developed so that budget items can be reviewed on a consistent basis with each service provider.

2. That a method of approving service provider budgets be developed and implemented.

5. AGENCY LIAISON

5.1 Agreements

The first two agreements were approved in September 1981. The procedure for processing agreement is as follows:

- request for approval is received by Region
- Region develops request with service provider and considers such factors as need, program, standards, budget, etc.
- Region submits report with recommendations to Health and Social Services Committee.
- report with recommendations then goes to Regional Council for approval.
- documentation is then forwarded to the Ministry of Community and Social Services for approval.
- agreement goes to service provider for signature
- legal department reviews content of agreement
- agreement is signed by Regional Chairman
- copies of agreement are then distributed as appropriate.

5.2 RENEWAL AGREEMENTS

Service provider submits letter requesting renewal of agreement. Service provider forwards audited statement and financial statements (Regional Forms) along with written request.

All agreements are arranged and approved on a year to year basis. These agreements can be terminated at any time by the Region or service provider.

Requests for funding by service providers have all been approved. One agreement has been terminated by a service provider in private practice. A number of other service providers expressed initial interest in entering agreements but did not proceed with a formal request because of the amount of paper work involved in the process.

5.3 INVOICING

At the Regional level the invoicing process is working well. The agreements with the service providers state that payments must be made within 10 days of the end of the month. The Region is experiencing that some service providers are slow in submitting their invoices to the Region and therefore the 10 day turnaround commitment cannot always be met.

RECOMMENDATIONS

1. **Region review its position with respect to the counselling program and not approve any new requests until a decision has been made with respect to the direction in which the counselling program is heading.**

2. **Region to review with service providers importance of submitting invoices as soon as possible if 10 day turnaround commitment is to be met.**

STANDARDS FOR AGENCIES

REGIONAL MUNICIPALITY OF HALTON

FAMILY COUNSELLING ADVISORY GROUP

STANDARDS

FOR AGENCIES PROVIDING

FAMILY SERVICES WITHIN THE HALTON REGION*

FOREWARD

Introduction. These standards are to be met by any agency which enters into a Purchase of Service agreement with Halton Region to provide family counselling services. They are established in order to ensure that Halton residents obtain high-quality family counselling services and that public funds are applied efficiently and effectively to this area of concern. These standards relate to the capability of any agency to provide sound family counselling services; they are not intended as tools for evaluating services performed.

Definition. Family counselling is an activity performed by someone, trained in the behavioural sciences and identified with one of the helping professions, for the purpose of improving the general functioning of the family as a whole, and thus also affecting the coping abilities of individual members of the family. This activity builds on a close relationship between counsellor and clients, and utilizes a variety of skills to promote positive change in the family. The activity could also include sensitizing and/or changes in the environment to meet family needs and facilitating appropriate changes in that environment.

THE STANDARDS

1. ORGANIZATION

1.1 The Agency is organized for the stated purpose of providing family and related counselling services.

1.2 The Agency is eligible for financing, through Purchase of Service agreements, in accordance with provincial and federal requirements.

** Approved by Halton Regional Council April 7, 1981 & amended February 1983.

1.3 The Agency is incorporated as a non-profit corporation, according to pertinent federal and/or provincial statutes to provide family counselling services, and has a charitable registration number.

1.4 The Agency has a volunteer Board of Directors, whose membership is elected and is representative of the community the Agency serves.

1.5 The Board has written rules of procedure, sets policy, provides governance and assumes responsibility for the overall conduct of the Agency.

2. ADMINISTRATION

2.1 The Agency has formally established operating policies and procedures.

2.2 The administration of the Agency is the responsibility of the Executive Director.

2.3 The Executive Director's responsibilities include the development, coordination and administration of the Agency's program of services.

2.4 The Agency evidences that there are clear lines of accountability and authority existing at all levels of the Agency's administrative and service structures.

2.5 The Agency evidences that client records are kept confidentially, and retained up to, but not more than 7 years. The Agency evidences that financial records are kept at least for 7 years.

2.6 The Agency maintains a system of personnel records, and annually evaluates staff performance.

3. FINANCES

3.1 The Agency manages its financial affairs prudently and commits itself to public disclosure.

3.2 The Agency prepares a budget annually for allocating its funds and delineates revenues and expenses for family counselling.

3.3 The Agency receives, disburses, and accounts for its funds in accordance with sound financial practices, and has its accounts audited annually by a registered public accountant.

3.4 The Agency is fiscally accountable through regular reporting of its finances, and makes available financial records for inspection by the Halton Region.

3.5 The Agency maintains procedures for analyzing the cost of the services it provides.

3.6 The Agency has, in writing, a Schedule of Fees and Conditions under which fees are charged or waived.

3.7 The Agency maintains bonding and insurance as protection for its governing body, staff, clients, funds and properties.

4. ACCESSIBILITY

4.1 The Agency provides services for Halton residents in one or more offices located within the Halton Region.

4.2 The Agency provides at least one office in any urban area in Halton within which it provides services, so that such office is reasonably accessible to the majority of clients served, and that such services are open to all Halton residents.

4.3 The Agency is accessible at off-hours for the convenience of working people, in addition to regular day-time hours.

4.4 The Agency provides for intake to be provided on a sustained basis.

5. EVALUATION

5.1 The Agency sets goals and objectives for its services that are consistent with its commitment to the Community, and carries out ongoing evaluations of its services.

6. CLIENTS

6.1 The Agency defines the nature of the services it provides and the protections it makes available to those it serves. The Agency makes available and accessible to all families and individuals its services regardless of income, race, creed, colour, age, religion, sex, sexual orientation, marital status, nationality, ancestry, place of origin and appearance.

6.2 The Agency defines, in writing, its policies and procedures for either controlling access to, or receipt, use and release of, information about its clients.

6.3 The Agency will deal with clients or, where applicable, clients' guardians in such a way that they are the primary source of information about their needs for service.

6.4 The Agency maintains confidentiality regarding clients in conducting and reporting its research and evaluation; and the Agency obtains clients' consents for disclosures involving research, and distinguishes between individual and aggregate data.

6.5 The Agency provides to its applicants and clients opportunity and means to lodge complaints or appeals when decisions concerning them, or provided them, are considered unsatisfactory.

6.6 The Agency ensures liaison with referral agencies with the consent of clients.

7. STAFF

7.1 The Agency has an Executive Director or Director of Professional Services, with the education and experience required to equip her or him to practice family counselling and to direct the work of others in this field. A.M.S.W., or a demonstrated equivalency in education and experience, plus 5 years' experience in family counselling are preferred.

7.2 The Agency retains professional personnel qualified in all respects to provide family counselling services; these personnel should have a B.S.W. or a demonstrated equivalency in education and experience.

7.3 One professional worker must be either in the office or readily accessible during normal working hours.

7.4 Part time counsellors may be employed, but the Agency must show that services are provided on a sustained basis, not on an intermittent basis.

7.5 The Agency has a staff development program that offers opportunities for staff to improve their knowledge, skill, and ability in order to enhance service to clients.

7.6 The Agency employs secretarial and clerical personnel sufficient to support the professional and administrative needs of its program of the services.

7.7 A University Student will be recognized as acceptable Staff Personnel providing he/she is enrolled in an accredited School of Social Work at the Post Graduate level or the equivalent. There must be appropriate supervision by the Service Provider.

8. SERVICE VOLUNTEERS (IF APPLICABLE)

8.1 The Agency's volunteers are deployed and organized in a manner to support and supplement the Agency's programs and services. The need for volunteers is evaluated annually by administrative staff.

8.2 The Agency has policies and procedures regarding the recruitment, selection, training, assignment, supervision and evaluation of volunteers which will ensure that sound family counselling services are provided.

8.3 The Agency maintains a system of record-keeping for the volunteers who serve the Agency.

9. FACILITIES AND EQUIPMENT

9.1 The Agency is housed and equipped in a manner suited to its program of services, including private rooms for interviews and counselling.

9.2 The Agency's premises and equipment are structurally sound, well maintained and functionally safe for its staff, clients and visitors. The Agency maintains a work environment for its staff that is conducive to effective performance.

10. SERVICES

10.1 The Agency provides a program of social services that meets a defined need of individuals and families.

10.2 The Agency defines clearly the scope and content of its program of services and the responsibility it assumes for providing services. The Agency maintains intake procedures that ensure appropriate attention to the defined needs of all who seek its services. The Plan for services is developed in writing for each client served by the Agency, and is goal oriented, and attempts to focus on the total family unit in its counselling effort.

10.3 The Agency providing services to individuals and families uses prevention, advocacy and remedial approaches in its program of services.

10.4 The Agency maintains a library or collection of professional periodicals, standard references and community information, and utilizes these materials to improve its program of services.

Source: Adaptation by Ted G. Harvey from Provisions for Accreditation, Council on Accreditation of Services for Families and Children, Inc., New York, n.d. Further adaptations were made by the Halton Family Counselling Advisory Group.

STANDARDS FOR INDIVIDUAL

FAMILY COUNSELLING

REGIONAL MUNICIPALITY OF HALTON

FAMILY COUNSELLING ADVISORY GROUP

STANDARDS

FOR FAMILY COUNSELLORS PROVIDING

COUNSELLING SERVICES WITHIN THE HALTON REGION*

FOREWARD

Introduction. These standards are to be met by any family counsellor who enters into a Purchase of Service agreement with Halton Region to provide family counselling services. They are established to ensure that: Halton residents obtain high-quality family counselling services and that public funds are applied efficiently and effectively to this area of concern. These standards relate to the capability of any family counsellor to provide sound family counselling services; they are not intended as tools for evaluating services performed.

Definition. Family counselling is an activity performed by someone, trained in the social and behavioural sciences and identified with one of the helping professions, for the purpose of improving the general functioning of the family as a whole, and thus also affecting the coping abilities of individual members of the family. This activity builds on a close relationship between counsellor and clients, and utilizes a variety of skills to promote positive change in the family. The activity could also include sensitizing and/or changes in the environment to meet family needs and facilitating appropriate changes in that environment.

THE STANDARDS

1. ORGANIZATION

1.1 The family counsellor maintains a practice for the stated purpose of providing family and related counselling services.

1.2 The family counsellor is eligible for financing, through Purchase of Service agreements, in accordance with provincial and federal requirements.

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* These standards apply to individual family counselling practitioners, operating on their own, or in collaboration with other practitioners.

** Approved by Halton Regional Council on July 15, 1981, and amended February 1983.

2. ADMINISTRATION

2.1 The family counsellor evidences that client records are kept confidentially, and retained up to, but not more than 7 years. The family counsellor evidences that financial records are kept at least for 7 years.

3. FINANCES

3.1 The family counsellor prepares a budget annually for allocating funds and delineates revenues and expenses for family counselling.

3.2 The family counsellor receives, disburses, and accounts for its funds in accordance with sound financial practices, and has its accounts audited annually by a registered public accountant.

3.3 The family counsellor makes available financial records for inspection by the Halton Region.

3.4 The family counsellor maintains procedures for analyzing the cost of the services provided.

3.5 The family counsellor has, in writing, a schedule of fees and conditions under which fees are charged or waived.

3.6 The family counsellor maintains bonding and insurance as protection, if applicable.

4. ACCESSIBILITY

4.1 The family counsellor provides services for Halton residents in one or more offices located within the Halton Region.

4.2 The family counsellor is accessible at off-hours for the convenience of working people.

5. EVALUATION

5.1 The family counsellor carries out ongoing evaluations of services.

6. CLIENTS

6.1 The family counsellor defines the nature of the services she or he provides and the protections she or he makes available to those she or he serves. The family counsellor makes available and accessible to all families and individuals services regardless of income, race, creed, colour, age, religion, sex, sexual orientation, marital status, nationality, ancestry, place of origin and appearance.

6.2 The family counsellor defines, in writing, policies and procedures for either controlling access to, or receipt, use and release of, information about clients.

6.3 The family counsellor will deal with clients, or where applicable, clients' guardians in such a way that they are the primary source of information about their needs for service.

6.4 The family counsellor maintains confidentiality regarding clients in conducting and reporting her or his research and evaluation; and the family counsellor obtains clients' consents for disclosures involving research, and distinguishes between individual and aggregate data.

6.5 The family counsellor provides to applicants and clients opportunity and means to lodge complaints or appeals when decisions concerning them, or provided them, are considered unsatisfactory.

6.6 The family counsellor ensures liaison with referral agencies with the consent of clients.

7. QUALIFICATIONS

7.1 The family counsellors is qualified as an associate or a clinical member of the Ontario Association for Marriage and Family Therapy or has equivalent qualifications.

7.2 A University Student will be recognized as accepted Staff Personnel providing he/she is enrolled in an accredited school of Social Work at the Post Graduate level or the equivalent. There must be appropriate supervision by the service provider.

8. FACILITIES AND EQUIPMENT

8.1 The family counsellor is housed and equipped in a manner suited to her or his program of services, including private rooms for interviews and counselling.

8.2 The family counsellor's premises and equipment are structurally sound, well maintained and functonally safe for clients and visitors.

9. SERVICES

9.1 The family counsellor defines clearly the scope and content of her or his program of services and the responsibility assumed for providing services. The family counsellor maintains intake procedures that ensure appropriate attention to the defined needs of all who seek services. The plan for services is developed in writing for

each client served by the family counsellor, and is goal oriented, and attempts to focus on the total family unit in the counselling effort.

9.2 The family counsellor providing services to individuals and families uses prevention, advocacy and remedial approaches in programs of services.

Source: Adaptation from "Standards for Agencies Provicing Family Counselling Services within the Halton Region" HRFCAG, 81 02 17, which were derived from an adaptation by Ted G. Harvey from Provisions for Accreditation, Council on Accreditation of Services for Families and Children, Inc., New York, n.d. Further adaptations were made by the Halton Region Family Counselling Advisory Group.

Membership Requirements

- Clinical Member
- Associate Member
- Student Member

American Association for
Marriage and Family Therapy
1717 K Street, N.W. #407
Washington, D.C. 20006

Introduction

The AAMFT, founded in 1942, serves as the professional association for the field of marital and family therapy. AAFMT membership offers individuals the benefits of membership in a professional association and serves the public interest through the advancement of sound professional service. This brochure describes the requirements and procedures for Clinical Members, Associates, and Students.

Clinical Member Requirements

Clinical Members shall meet the following qualifications:

Educational. Completion of a master's or doctoral degree in marital and family therapy from a regionally accredited educational institution, or an equivalent course of study and degree, as defined by the Board.

Interpretation: Meeting the educational qualifications consists of completion of a course of study substantially equivalent to the following:

- Human Development (3 courses minimum). Human development, personality theory, human sexuality, psychopathology-behavior pathology.
- Marital and Family Studies (3 courses minimum). Family development; family systems; marital, sibling, and individual subsystems.
- Marital and Family Therapy (3 courses minimum). Major marital and family therapy treatment approaches, e.g., systems, neo-analytic (object relations), communications, behavioral, structural.
- Research (1 course minimum). Research design, methodology, statistics, research in marital and family studies and therapy.
- Professional Studies (1 course minimum). Ethics, family law.
- Supervised Clinical Practice (1 year minimum). Fifteen hours per week, approximately 8-10 hours in direct contact with individuals, couples, and families.

This course of study may be completed in a master's or doctoral degree program or subsequently.

Clinical. Following receipt of a qualifying degree, completion of two calendar years of work experience in marital and family therapy under supervision in

accordance with the following established membership standards.

Interpretation: This clinical experience is to be acquired in addition to the supervised practicum secured as part of the Educational Requirements. It involves at least 1,000 hours of direct clinical contact with couples and families and 200 hours of supervision of that work, at least 100 of which shall be in individual supervision. This supervision must be provided by AAMFT Approved Supervisors or supervisors acceptable to the Membership Committee.

Students completing AAMFT accredited degree programs may identify up to 100 hours of supervision toward their required 200 hours for membership. Not more than 50 hours of this should be group supervision.

Personal. Endorsement by two Clinical Members of the Association, attesting to suitable qualities of personal maturity and integrity for the conduct of marital and family therapy.

Associate Member Requirements

Associate Members shall meet the following qualifications:

Educational. Completion of a master's or doctoral degree in marital and family therapy from a regionally accredited educational institution, or an equivalent course of study and degree, as defined by the Board.

Interpretation: Meeting the educational qualifications consists of completion of a course of study as interpreted under Clinical Member Requirements. Applicants holding a master's or doctoral degree in a field other than marital and family therapy from a regionally accredited educational institution and currently pursuing educational work to fulfill requirements for completion of a curriculum substantially equivalent to the course of study described under Clinical Member Requirements shall be eligible for Associate rather than Student Membership when they have completed at least eight of the required courses and one year of clinical practicum.

Clinical. Current pursuit of an acceptable plan to complete the requisite supervised clinical experience for admission as a Clinical Member.

Interpretation: This clinical experience is to be acquired in addition to the supervised practicum secured as part of the Educational Requirements. It involves at least two calendar years and at least 1,000 hours of direct clinical contact with couples and families and 200 hours of supervision of that work, at least 100 hours of which shall be in individual supervision. This supervision must be provided by AAMFT Approved Supervisors or supervisors acceptable to the Membership Committee. Applicants holding a master's or doctoral degree from a regionally accredited educational institution who are working toward completion of a course of study equivalent to a master's degree in marital and family therapy as defined under the requirements for Clinical Member shall be eligible to begin their "post-degree" supervised clinical work when they have completed at least eight of the required courses and one year of practicum. The applicant's plan for securing the requisite supervised clinical experience must be approved by the Membership Committee in advance.

Personal. Endorsement by two Clinical Members of the Association, attesting to suitable qualities of personal maturity and integrity for the conduct of marital and family therapy.

Associate Membership shall be held for a maximum of five (5) years, or until satisfactory completion of the requirements for admission to Clinical Membership, whichever shall come first.

Student Member Requirements

Student Members shall meet the following qualifications:

Educational. Current enrollment in a graduate program in marital and family therapy in a regionally accredited educational institution, or current pursuit of a course of study substantially equivalent to the course of study required for Clinical Members in a graduate program in a regionally accredited educational institution.

Personal. Endorsement by two Clinical Members of the Association, attesting to suitable qualities of personal maturity and integrity for the conduct of marital and family therapy.

Student Membership shall be held for a maximum of five (5) years, or until satisfactory completion and receipt of a qualifying degree, whichever shall come first.

Interpretation: Student Membership shall cease upon receipt of a qualifying degree, the individual being eligible to apply for Associate Member status. Failure to complete a qualifying degree within a five (5) year period shall result in loss of Student Member status.

Admission Procedures

Applicants for membership are required to submit a non-refundable processing fee and the following materials:

Clinical Member

1. An official application for membership.
2. Official transcripts of graduate and professional education.
3. Supervision forms completed by supervisors on official forms attesting to the amount of supervised post-degree clinical practice completed.
4. Endorsements from at least two Clinical Members of the AAMFT on official endorsement forms.

Associate Member

1. An official application for membership.
2. Official transcripts of graduate and professional education.
3. A plan for completion of requisite post-degree supervised clinical experience acceptable to the Membership Committee.
4. Endorsements from at least two AAMFT Clinical Members on official endorsement forms.

Student Member

1. An official application for membership.
2. A statement signed by the coordinator/director of a master's or doctoral program in a regionally accredited educational institution verifying the applicant's current enrollment in the program.
3. A description of the applicant's proposed graduate program, describing the coursework to be taken. (This requirement is waived for students enrolled in programs accredited by the Commission on Accreditation for Marriage and Family Therapy Education.)
4. Endorsements from at least two AAMFT Clinical Members on official endorsement forms.

Transfer of Status

Associate Members applying for transfer of status to Clinical membership are required to submit:

1. An official application for membership.
2. Official transcripts of all relevant graduate and professional studies completed since entering the Associate category.
3. Endorsements from at least two AAMFT Clinical Members on official endorsement forms.
4. Reports of approved supervised clinical practice in marital and family therapy, verified by supervisors.

Student Members applying for transfer of status to Associate membership are required to submit:

1. An official application for membership.
2. Official transcripts of completed graduate and professional studies.
3. Endorsements from at least two AAMFT Clinical Members on official endorsement forms.
4. A description of proposed plan for securing the required post-degree supervised clinical experience in marital and family therapy.

Annual Dues

Clinical Member	$90-$160*
Associate	$55
Student	$30

*Varies according to state

For applications, write:
AAMFT-Membership
1717 K Street, N.W. #407
Washington, D.C. 20006

Effective March 1983

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AGENCIES EVALUATION

ITEM C

THE REGIONAL MUNICIPALITY OF HALTON

FAMILY COUNSELLING ADVISORY GROUP

EVALUATION OF THE SERVICE PROVIDERS AGENCIES AND INDIVIDUAL COUNSELLORS

OBJECTIVE: to evaluate the Counselling Service provided to the residents of Halton by Agencies and Individual Counsellors who have agreements with the Regional Municipality of Halton.

SERVICE PROVIDERS:

- COHR Family Services
- Family Services Burlington
- Dr. A. Silver
- Halton Family Services
- Allon Bross - Ontario Family Guidance Centre

EVALUATION TEAM - Members of the FCAG:

- Birgit Fraser, Out-patient Psychiatric Services
- Jane Kirkwood, Halton Region Social Services & Chairman
- Don Lamont, United Way, Burlington
- R. McCall, Citizen-at-Large

Interviews completed on Nov. 25, 26, 29, 1983.

Report

The task of evaluating the Agencies and individual Family Counsellors providing Counselling to the residents of Halton was assigned to the Evaluation Team by the Family Counselling Advisory Group.

The evaluation criteria was developed by the Standards Sub Committee.

To accomplish this task the Sub Committee reviewed the:

1. Family Counselling Advisory Group Terms of Reference
2. National Institute of Mental Health - "Evaluation in Practice".
3. Standards of Agencies, approved by Regional Council on April 7, 1981.
4. Standards for Individual Family Counsellors, approved by Regional Council on July 1a5, 1981.

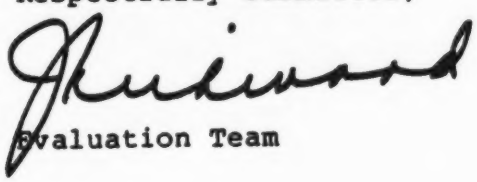
The Evaluation Team met with all Service Providers in their offices located within the Region.

Introductory remarks by Chairman J. Kirkwood related to:

1. a summary of the first year of operation from
   - 1.1 the FCAG perspective
   - 1.2 Regional Program perspective
2. the task of the Evaluation Team
3. the methodology for the review
4. the subsequent circulation for comment of the Final Draft Report relating to each agency or family counsellor prior to submission to the FCAG, Health and Social Service Committee, and Regional Council.

On behalf of the Evaluation Team may I express our appreciation for the assistance and co-operation extended to us while conducting the interviews.

Respectfully submitted,



Evaluation Team

COHR FAMILY SERVICES

Index	Comments
1. **Standards of Family Counselling**	COHR was in agreement with the definition of Family Counselling.
1.2 **Organization** - Section 1 - 5	continues to meet standards.
1.3 **Administration** - Section 1 - 6	continues to meet standards - COHR keeps client records for a five year period and financial records for a seven year period.
1.4 **Finances** - Section 1 - 7	continues to meet standards.
1.5 **Accessibility**	continues to meet standards - this agency is open every evening as well as Saturdays. - there is a 24 hour answering service. - COHR operates a second counselling location at St. Paul's United Church in Milton.
1.6 **Evaluation**	continues to meet standards - the goals and objectives of the Agency are established as: 1. Family life counselling 2. Family life education 3. Personal skills - gestalt, transactional analysis. 4. A counselling skills course is available. - in the process of setting up ongoing staff evaluation; maintaining a one to one supervision every other week with individual staff members. - progress notes and audio tapes are reviewed.
1.7 **Clients**	continues to meet standards - Agency uses the standard release of information forms - liaison and communication with other agency takes place when necessary - fee schedule, a sliding

		scale is used and negotiated with the client at a fee between $15.00 and $45.00 per hour.
1.8	**Staff** Sections 1 - 6	continues to meet standards - 1 full time counsellor - 8 part time counsellors - 1 secretary - staff development is limited - staff is self-motivated - for special needs such as mediation or conciliation counselling, consideration would be given to retaining a professional trainer.
1.9	**Volunteers**	continues to meet standards - Board of Directors - Volunteers used for reception in evening hours.
1.10	**Facilities** Section 1 - 2	continues to meet standards - there are five individual offices for counselling use.
1.11	**Services**	continues to meet standards
1.12	**Agency's Response**	Mr. W. Sparling, Executive Director stated that COHR Family Services was 64% busier in 1982 and that the Counselling Purchase of Service Agreement with the Regional Municipality of Halton has been life giving.

Recommendations/Comments

The Evaluation Team was satisfied that COHR Family Services provides counselling through competent qualifed staff and continues to meet the approved standards.

FAMILY SERVICES - BURLINGTON

Index	Comments
1. **Standards of Family Counselling**	Family Services Burlington agrees with the definition in the Region's approved Standards, however, wishes to identify their own definition - family counselling is an intensely personal, confidential process aimed at helping an individual, couple, family or part of a family (e.g. parent and child) get to the root of their problems and overcome them. Through the process, clients may learn new coping skills, better understanding of self, others and their relationships, and may make basic re-decisions and changes based on insight into self and/or the family system of which they are a part.
1.2 **Organization** - Section 1 - 5	continues to meet standards.
1.3 **Administration** - Section 1 - 6	continues to meet standards -
1.4 **Finances** - Section 1 - 7	continues to meet standards.
1.5 **Accessibility** - Section 1 - 4	continues to meet standards - operates on a 35 hour week Monday, Thursday and Friday from 9:00 to 5:00, Tuesday and Wednesday from 1:00 to 9:00 - answering service in off hours - Counsellor advises during interviews of alternate community resources.
1.6 **Evaluation**	- staff are evaluated on an annual basis. - Counsellors conduct self-evaluation through written assessment and therapist/client evaluation at the termination of the case.

	- Peer case conferencing. - Every other week the Director of the Counselling Services conducts a case review.
1.7 **Clients** - Section 1 - 6	continues to meet standards - standardized Assessment Form and Consent to Release Information Forms are in use - when file terminated the client and the counsellor develops a final assessment - clients are free to view their own file. - rigorous client followup study.
1.8 **Staff** Sections 1 - 6	continues to meet Standards - 1 full time counsellor in the Burlington Branch of the Hamilton based Family Services, Hamilton-Wentworth Agency - 1 receptionist - job descriptions are on file - staff development and education is available through the main office in Hamilton - workshop options are built into the Employment Contract for each staff member.
1.9 **Volunteers**	continues to meet Standards - Board of Directors
1.10 **Facilities** Section 1 - 4	continues to meet Standards
1.11 **Services**	continues to meet Standards - identified gaps include bereaved, widowed, adolescents between the ages of 16 and 20, single parents, teenage mothers. - parenting, family life education.

1.12 **Agency's Response**

- Request that Form C11 be revised and simplified
- Requested that emergency counselling be defined and units provided ongoing as well as group counselling
- Requested that the Region consider funding for "matching client to a volunteer" program which is presently in place in Hamilton-Wentworth.

Team Recommendations/Comments

The Evaluation Team was satisfied that Family Services - Burlington continues to provide counselling through competent qualifed staff and meets the approved Standards. Family Services Burlington has been accredited by the Council on Accreditation of Services for Families and Children at the Family Service Association of America.

DR. ALBERT W. SILVER PSYCHOLOGIST

Index	Comments
1. **Standards of Family Counselling**	Dr. Silver agreed with the definition as stated in the standards. When questioned with regards to distinguishing between clients receiving psychotherapy and those receiving family counselling, Dr. Silver responded that the family counselling applied to those with less deep seated problems.
1.2 **Organization**	continues to meet standards.
1.3 **Administration**	continues to meet standards.
1.4 **Finances**	continues to meet standards.
1.5 **Accessibility**	continues to meet standards - maintains a 24 hour answering service.
1.6 **Evaluation**	continues to meet standards. - self-evaluation. - peer consultation.
1.7 **Clients**	continues to meet standards - uses standard forms for documentation and release of information. - conducts no follow up on terminated cases unless to assess why a client abruptly discontinues his therapy and to suggest alternatives to the client. Liaises with family physician and will provide a copy of summary initial assessment and termination notes.
1.8 **Qualifications**	continues to meet standards. - is a registered psychologist.

1.9 **Facilities and Equipment** — continues to meet standards

1.10 **Services** — continues to meet standards
- does some group work
- 20 to 40% of his practise is couples, 90% adults.
- the majority of his clients are individuals interested in personal growth.

1.11 **Counsellor's Comments** — Dr. Silver felt that the guidelines for subsidy are too rigid and not realisic. He requested that there be more flexibility, i.e. that they take into greater account that motivation for these services is predicted on some degree of financial stability. He also emphasized that the procedure should be kept reasonably streamlined. Dr. Silver indicated that 6 to 15 sessions were reasonable for family counselling whereas 30 to 50 sessions were needed for psychotherapy. He suggested that the fee schedule also be geared to the number of people attending each interview, i.e. a somewhat higher fee for couples and family versus individual client rate.

Team Recommendations/Comments

The Evaluation Team was satisfied that Dr. Albert Silver continues to meet the approved standards and provides quality counselling through his service.

Halton Family Services

Index	Comments
1. **Standards Family Counselling**	- the definition emphasized the Family - there are some isolated individuals who are counselled on non family related problems - the definition should be expanded
1.2 **Organization** - Section 1 - 5	continues to meet standards
1.3 **Administration** - Section 1 - 4	continues to meet standards
- Section 5	- the only agency keeping client records kept seven years
- Section 6	- Staff evaluation is done on a quarterly basis - for all staff
1.4 **Finances** - Section 1 - 5	-continues to meet standards
- Section 6	- Schedule of this submitted with fee policy guidelines
- Section 7	- Insurance query - the term in the Agreement 'per occurrence per Counsellor" - Insurance Carriers do not provide coverage.

At present there are no carriers who will insure both - only per occurrence.

1.5 **Accessibility** - Section 1	-continues to meet standards
- Section 2	- Main office located in Oakville and Branch offices in Milton and Acton
- Section 3	- Hours - 9-5 Mon. Tues. & Fri. 9 - 9 Wed. Thurs.

no evening hours in Branches (Milton & Acton)

- after hours -

- answering machine gives emergency numbers of the Distress Centre, CAS and other community resources.

- staff will provide home telephone numbers to selected clients

4. **Intake**

- Intake worker will be completing a training course at the Distress Centre in Oakville

File Documentation

- Intake Report - counsellor maintains progress notes every 6-8 weeks.
- Termination Report.

1.6 **Evaluation**

1.6.1

Board Evaluation - Professional Services Committee - reviews programming on an annual basis.

1.6.2

- staff evaluation - completed on a quarterly basis
- self evaluation
- peer supervision

- Junior Counsellors are supervised by Director

- Senior Counsellors are supervised by the Assistant Director

1.6.3

Client evaluation - all terminated clients are requested to complete an evaluation of the services received.

1.7 **Clients**

Section 1-3	- continues to meet
Section 4	- confidentiality - signed release of information - locked files - emphasized to employees in orientation
Section 5 -	complaints are directed to the Executive Director and to the Board
Section 6 -	Agency liaison - limited - letter sent to acknowledge referral

1.8 **Staff**

Section 1 - 4	continues to meet standard 3 -Full time counsellors* 2 -Part time counsellors* 1 -University Student 1 -Administrative Co-ordinator 1 -Receptionist 2 -Part time clerical-day 1 -Part time clerical-evening 1-4 -volunteers - clerical

* Curriculum vitae for all professional staff is on record in Social Services.

5 - **Staff Development**

	Training budget provides for workshops, seminars, etc. for staff
Section 1-6	- continues to meet standards

1.9 **Volunteers**

- Board of Directors
- Staff Personnel as previously mentioned

1.10 **Facilities**

Section 1 - 4	continues to meet standards Caseloads - 225 interviews per month

1.12 **Agency's Response**

- Generally pleased with the program
- Some concerns re eligibility criteria, asset levels, limits and the number of units per client.

Recommendations/Comments

The Evaluation Team was satisfied that Halton Family Services provides counselling through competent qualified staff & continues to meet the approved standards.

ONTARIO FAMILY GUIDANCE CENTRE - DR. ALLON BROSS

Index	Comments
1. **Standards of Family Counselling**	Dr. Bross agreed with the definition as stated in the Standards.
1.2 **Organization** - Section 1 - 5	continues to meet standards.
1.3 **Administration**	- continues to meet standards.
1.4 **Finances** - Section 1 - 6	continues to meet standards. - Schedule of Fees range between $20.00 and $46.00 per hour.
1.5 **Accessibility** - Section 1 - 4	continues to meet standards - O.F.G.C. does not identify itself as a crisis centre - referral to appropriate resources in the community for emergencies are the rule - counselling is available Monday and Wednesday 1:00 to 11:00 p.m. and Tuesday, Thursday and Friday from 9:00 to 5:00 - there is a 12 hour answering service from 7:00 a.m. to 7:00 p.m. in place.
1.6 **Evaluation**	continues to meet standards - an evaluation system in place which factored: 1. success 2. success according to the worker but not the client 3. success according to the client but not the worker 4. was where the worker and client agree that success has not been achieved but alternatives are identified. O.F.G.C. have a six week follow-up interview in additon to a six month follow-up or telephone contact - supervision is given on a weekly basis.

1.7	**Clients**	continues to meet standards - specific clinical orientation (strategic model) - rejects clients who are medicated. Prefers to have clients work with doctor in that particular situation - intervenes environmentally not with medication - liaison with referring agencies is done only when it is beneficial to the client and with the consent of the client.
1.8	**Facilities and Equipment**	Continues to meet standards
1.9	**Services**	continues to meet standards - perceived gaps in service were identified as group counselling for couples, adolescents and separated individuals, play therapy and psychoanalytic strategic groups.
1.10	**Agency's Response**	Dr. Bross discussed the difficulties a private agency faces without access to volunteer funding. He stated that the Regional Counselling Program must realistically consider additional funding.

Team Recommendations/Comments

The Evaluation Team was satisfied that the Ontario Family Guidance Centre through Dr. Allon Bross and his Staff counsellor Peter Gove provides excellent counselling services to the community and continues to meet the approved standards.

CLIENT SURVEY

ITEM D

FAMILY COUNSELLING ADVISORY GROUP

QUESTIONNAIRE RESPONSE - TERMINATED CLIENTS

PART A

Introduction

In order to accomplish the task of evaluating the present Purchase of Service Counselling Program, the Family Counselling Advisory Group prepared a Questionnaire which was mailed to clients who had received subsidized counseling services from one of the five Provider Agencies in 1982, and whose cases were now terminated.

The Questionnaire and a covering letter (Item A) was mailed to 163 clients on Dec. 6, 1982, with the data being compiled and the report prepared January 29 through 31st, 1983. The distribution of the total mail-out and the response received among the five agencies is as follows:

TABLE I

	Number Sent	Number Received	Individual Agency Percentage of Response
Halton Family Services	54	11	20%
COHR Family Services	65	13	20%
Burlington Family Services	4	2	50%
Ont. Family Guidance Centre	37	4	11%
Dr. A. W. Silver	3	0	0%
TOTAL	163	30	

A total of 30 of the 163 questionnaires were returned with a response percentage of 18% overall.

PART B

Referral: Question #2 & #3

After identifying the counselling agency in question #1, the clients were asked in #2 - Who referred you to this Agency/Individual Family Counsellor?

and

#3 - If self-referral, why did you choose this Agency/Individual Family Counsellor?

In response to question #2, five predominant sources of referral can be seen, as well as six additional sources who referred one client each:

TABLE II

Referring Source	Number of Respondents Referred
Relatives	7
Self-Referral	4
School	3
Family Doctor	3
Regional Social Services	2
Court, Solicitor, Children's Aid Church Minister, Mental Health Other Social Service Agency	6 (one each)
	25 Total Response

Five of the total of 30 did not indicate a referral source.

Of the 25 responses, 4 indicated self-referral. In response to Question #3 - If Self-Referral, why did you choose this Agency/INDIVIDUAL Family Counsellor?, 2 respondents indicated that the availability of financial subsidy for the counselling services was a deciding factor, 1 respondent indicated that no other agencies were known personally, and 1 respondent indicated that a preference for a male counsellor had determined the choice. Three of the four self-referrals also cited convenience of location and interview time as being contributing factors. The reasons for self-referral can be plotted as:

TABLE II A

Convenience/Time & Location	***
Cost/Subsidy Available	**
Only Agency Known	*
Male Counsellor Available	*

PART C

Reasons for Requiring Counselling and Type of Counselling Sought: Question #4 & #5

The response to question #4 - Why did you require Counselling? was high. A total of 28 responses were received. Marital problems and family problems were the two most frequently cited reasons, with marital separation, personal growth or self-improvement, personal crisis, alcoholism, and academic/financial pressure each being cited as well. The breakdown of the response by specific reason is as follows:

TABLE III

Reason for Seeking Counselling	No. of Respondents Cited
1. Marital/Spouse Communication Problems	8
2. Family/Parenting Problems	7
3. Marital Separation/Independence	4
4. Confusion, Depression/Personal Growth & Self-Improvement	4
5. Personal Crisis	1
6. Academic/Financial Pressure	1
7. Alcoholism and Attendant Family Problems	3
Total	28

The Break down according to type of counselling received is:

TABLE III A

Individual	Marital	Marital & Family	Family	Family & Individual
14	4	1	4	5

PART D

Effectiveness of Counselling Question #6 - Have you seen any significant change in your circumstances?

and

Question #7 - How do you feel the Service provided by the Agency/Individual Family Counsellor influenced these changes?

Twenty-three respondents indicated that they had seen a significant change in their circumstances. Two respondents indicated that they had seen no change. One respondent indicated that counselling had been interrupted before a significant change could have been seen and one respondent indicated both "yes" and "no". The reasons for, or client explanation of, the changes can be distributed as follows:

TABLE IV

******	Better self-management, more relaxed, better personal understanding.
*****	Had learned to communicate more effectively with spouse.
*****	Better child/parent communication gained.
***	Improved understanding of marriage break-down, gaining a new perspective and new direction necessary for separation adjustment.
*	Personal crisis resolved and coping mechanism established.
*	Alcoholism controlled.

In response to the question "How do you feel the service provided by The Agency/Individual Family Counsellor influenced these changes?" (Question #7), two respondents felt that the counsellor's intervention had no effect at all, but the majority of respondents who answered this question cited the availability of an objective outside person who could present available alternatives as being an important factor bringing about a positive change. The responses were:

TABLE IV A

Response	# Responding
No help from Counsellor	2
Availability of an objective listener who was both understanding and effective in presenting alternatives	13
Counsellor's teaching of Marital Dynamics	1
Counsellor's fostering of client's self-confidence, sense of personal worth, and "space" for personal growth	1
Teaching of relaxation and how to "get in touch" with one's feelings	1
	18

PART E

Frequency of Use and Reasons for Termination:

The following two tables show the responses to Question #8 - How Many Visits did you Attend? and Question #9 - Why did you stop going to the Agency/Individual Family Counsellor?

TABLE V

Number of Visits

No. of Visits:	1 or 2	3-4	5-6	7-10	10-15	26-52	52+
No. of Responses:	1	8	8	3	4	1	2

TABLE V A

Reasons for Termination

Mutual assessment by client and counsellor	1
Counsellor advised termination	4
Client felt termination appropriate because of progress made	10
Moved/changed agency or counsellor	3
Moved	3
Lack of funds/no longer receiving assistance	2
Dissatisfaction with services	2
Family sickness	1
Spouse refused to come	1
Client still "keeping in touch" with counsellor	2
	29

PART F

Client Satisfaction:

The majority of respondents indicated satisfaction with their counsellor and that they would choose this agency again should they require its services in the future.

TABLE VI

Question #10
Were you satisfied with your Counsellor?

Yes	No
26	3

TABLE VI A

Question #11
Would you choose this Agency/Individual Family Counsellor Again?

Yes	No	Possibly
25	3	1

PART G

Conclusion:

The client response indicates that Halton Region is providing counselling services through its Purchase of Service Program to individuals and families experiencing difficulties with marital/family/parenting adjustments. The majority of respondents indicated that significant positive changes in their own situations had occurred as a direct result of counselling intervention. Most indicated a feeling of personal growth and better self-management together with increased effectiveness in communication with a spouse, child or parent. About one-third of the respondents were "self-terminated", eventually able to handle their own situations.

Some concrete suggestions were made, such as a greater accessibility of counselling services and a greater public awareness of the availability of these services, so that help would be sought by individuals in need as early as possible. One client indicated that group therapy for separated individuals was needed. And one client suggested that a six month and twelve month follow-up were desirable following case termination.

Overwhelmingly, most individuals felt the services were excellent and stated that they had recommended and would continue to recommend the services to others. One client added in summary, "family counselling is a necessity in this day of recession"; another described, "the breakdown of family life (which) has left many unprepared with (the) necessary skills to cope".

JT/ab